



New Orleans Civil Service

AN EQUAL OPPORTUNITY EMPLOYER

OFFICIAL CLASS TITLE

INFORMATION TECHNOLOGY MANAGER
(NETWORK/TELECOM)
(CLASS CODE 0178)

ENTRANCE SALARY:

Range: \$68,909 - \$88,344* PER YEAR

FINAL DATE FOR FILING APPLICATIONS: Applications will be accepted until this announcement is withdrawn.

KIND OF WORK:

Highly responsible technical and supervisory work of a specialized nature in the maintenance, support, and administration of local, wide area and wireless networks. Conducts thorough and detailed review of existing functions and methods of operations and develops systems and processes to foster an environment for continuous improvement. Work also includes:

- Maintaining strategy and implementation plan that optimizes and efficiently deploys LAN/WAN and wireless network.
- Providing managerial and technical guidance for all of the network/telecom team.
- Presenting reports on performance at the manager, and executive levels.
- Standardizing all incident identification, tracking, and reporting procedures.
- Analyzing system faults and troubleshooting and run diagnostic tests on operating systems and hardware to detect problems.
- Reviewing and preparing documentation for systems, tests, and production.
- Performing adds, moves and changes to the Cisco network infrastructure including routers, switches, firewalls and wireless devices.
- Performing adds, moves changes and maintaining Cisco VoIP system including voice messaging.
- Conducting regular and periodic maintenance on network infrastructure to ensure smooth and efficient operations of the network and that maximum network availability is maintained.
- Continually drafting and maintaining documentation for all tasks performed.
- Ensuring project schedules and performance requirements are met.
- Related work as required.

Note: Employees in this classification may work a fixed or rotating shift, Saturdays and emergencies. Employees in this classification are considered essential and must report to work in declared emergencies.

MINIMUM QUALIFICATION REQUIREMENTS:

- 1) Bachelor's Degree in computer science, Computer Information Systems (CIS), Geographic Information Systems (GIS), engineering, telecommunications or a closely related field from an accredited college or university. **Official college transcript or original college diploma indicating major must be presented within two (2) weeks of application.**
- 2) Five (5) years of progressively responsible experience in network management and administration. Work must have included ADA, VPN devices, and Cisco VoIP administration. Two (2) years of this experience must have been supervisory. **A résumé must be submitted within two (2) weeks of application.**

*Hiring rate will be contingent upon an assessment of the candidate's verified experience, knowledge, and possession of related certifications.

This position requires a one year probationary period.

(SEE REVERSE SIDE FOR ADDITIONAL INFORMATION)

KIND OF EXAMINATION:

A rating of training and experience weighted 33% and a structured oral interview, weighted 67%. In the event there are fewer than four (4) qualified applicants, the examination will consist of a rating of training and experience, weighted 100%. In this event credit will only be given for related experience gained within the last ten (10) years.

This is an original entrance examination.

Domicile requirements are currently waived for this examination.

THE CITY OF NEW ORLEANS IS AN EQUAL OPPORTUNITY EMPLOYER AND DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, NATIONAL ORIGIN, GENDER, AGE, PHYSICAL OR MENTAL DISABILITY, SEXUAL ORIENTATION, CREED, CULTURE, OR ANCESTRY. REQUESTS FOR ALTERNATE FORMAT OR ACCOMMODATIONS SHOULD BE DIRECTED TO AMY TREPAGNIER AT (504) 658-3516 OR TTY/VOICE AT (504) 586-4475 or (504) 658-4020.

AEE/DKC

GENERAL INFORMATION AND REQUIREMENTS

Applications will not be accepted if received after the closing date or after the stated maximum number of applications has been received, as specified on this announcement. All minimum qualification requirements for examinations must be met by the final filing date unless otherwise specified on this announcement. Applications must be submitted on the official application form AND MUST BE RECEIVED IN THE DEPARTMENT OF CITY CIVIL SERVICE, CITY HALL, 1300 PERDIDO STREET, NEW ORLEANS, LOUISIANA, BEFORE THE CLOSE OF BUSINESS ON THE FINAL FILING DATE.

DELAY IN THE MAIL: The Department of City Civil Service cannot be responsible for failure of the applicant to receive an admission slip to an examination or for failure of the Department to receive material mailed by the applicant. Applicants should notify the Department of City Civil Service in writing of any address changes.

Candidates for original entrance examinations are required to be domiciled in and, if U.S. citizens, registered voters of Orleans Parish unless otherwise specified on this announcement. Aliens residing in the U.S. are required to provide notarized proof of domicile (and an Alien Registration Card). Permanent employees of the City of New Orleans are exempt from this requirement unless otherwise specified on this announcement.

The minimum age limit is 18 years for any class of work requiring hard physical labor, operation of or proximity to hazardous machinery, exposure to hazardous chemicals, or participation in any other processes or procedures which are prohibited or limited by the Louisiana State Child Labor Law.

The working test (probation) period for most positions in the classified service is six months unless otherwise specified. Any working test period may be extended to a maximum of one year at the request of the appointing authority. Positions in the Inspector General’s Office, Fire Department and Police Department as well as all positions in the classes of Institutional Counselor II & III (original entrance), Librarian I-IV, Management Development Analyst I & II, and Management Development Specialist I & II (original entrance), require a one year working test period.

The City of New Orleans has a comprehensive program of substance abuse testing. Candidates for employment for certain positions where the health, welfare and/or safety of the public, co-workers and the individual employee is at risk will have to undergo pre-employment substance abuse screening. Candidates for all other original entrance positions will have to undergo an unannounced substance abuse screening during their working test period. For further information, see Civil Service Rule V, Section 9.

A MEDICAL EXAMINATION is required for all original entrance probationary appointments to ACTIVE classifications, and may be required for re-employment, promotions and/or transfers.

A MEDICAL SCREENING, which may result in a medical examination, is required for all original entrance probationary appointments to **non-active** classifications.

GOOD MORAL CHARACTER is required of all applicants. Any applicant may be disqualified if his/her character or past employment record is found to be unsatisfactory as determined by the Department of City Civil Service. Forgery, misrepresentation of facts, or cheating on examinations is punishable by disqualification, fine and other penalties.

IMPORTANT: Applicants who are licensed to drive should have a current license **on their person** for purposes of identification during **all** phases of an examination. In lieu of such license, the Department of City Civil Service may require that applicants have some form of picture identification.

VETERANS PREFERENCE: On original entrance examinations, veterans (as defined in Article X, Section 10(2) of the Constitution of the State of Louisiana), disabled veterans, certain spouses and parents of veterans shall receive additional credit if claimed as provided on the Veterans Preference claim form which can be obtained in this office. To obtain credit, this form must be submitted with the required proof (at the minimum, a DD214) before the final filing date.

ACCREDITED COLLEGES AND UNIVERSITIES: An accredited college or university is an institution that is accredited as a college or university by an organization that is recognized by the USDE (United States Department of Education).

PROFESSIONAL ADMINISTRATIVE EXPERIENCE: The Civil Service Department defines this experience as experience gained after receiving a Bachelor’s Degree.

Revised January 1991, April 2003, July 2005, February 2007 and August 2010.

